

IBMhq Test Case Execution Report

Test Case Name:Route Incident- 1

Requirement Name: CX

Execution Start Time:2020-08-06 16-39-59

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
44	43	1	Fail	1

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

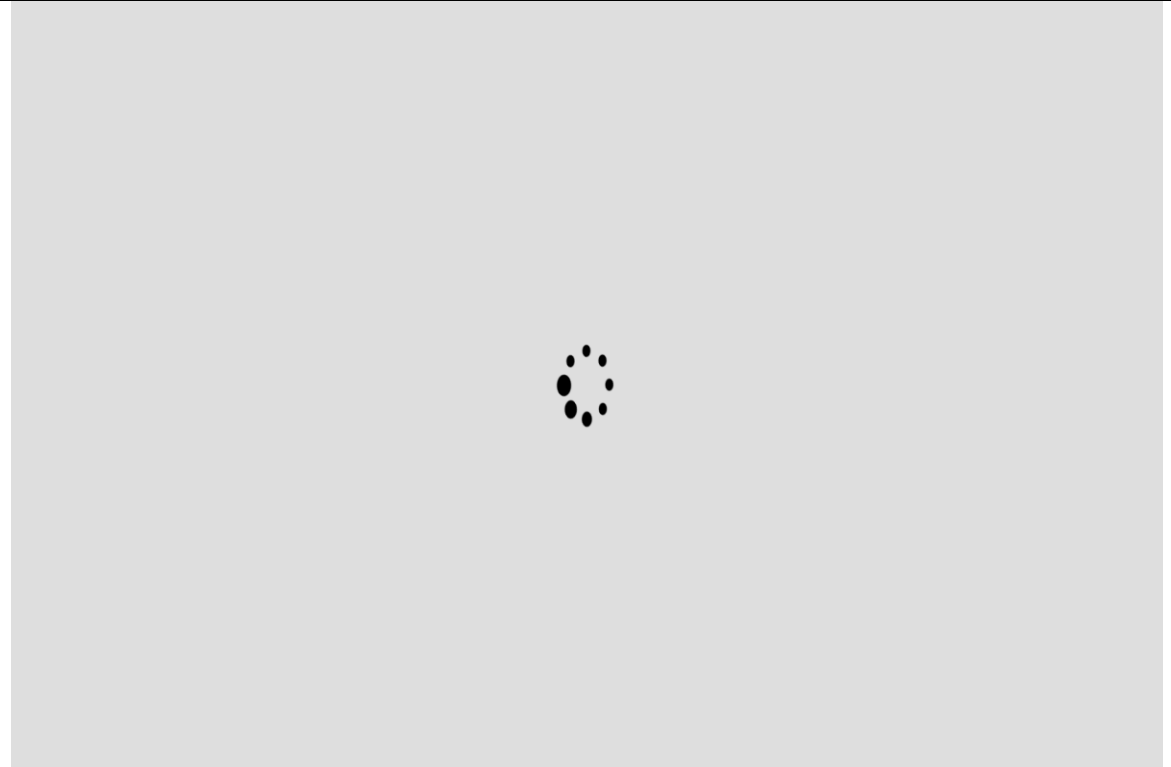
Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



Step No:3
Step Description: Click on loginbutton
Expected Result: loginbutton should be clicked
Actual Result: The Element: loginbutton is clicked
Status: Pass


Step No:4

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass



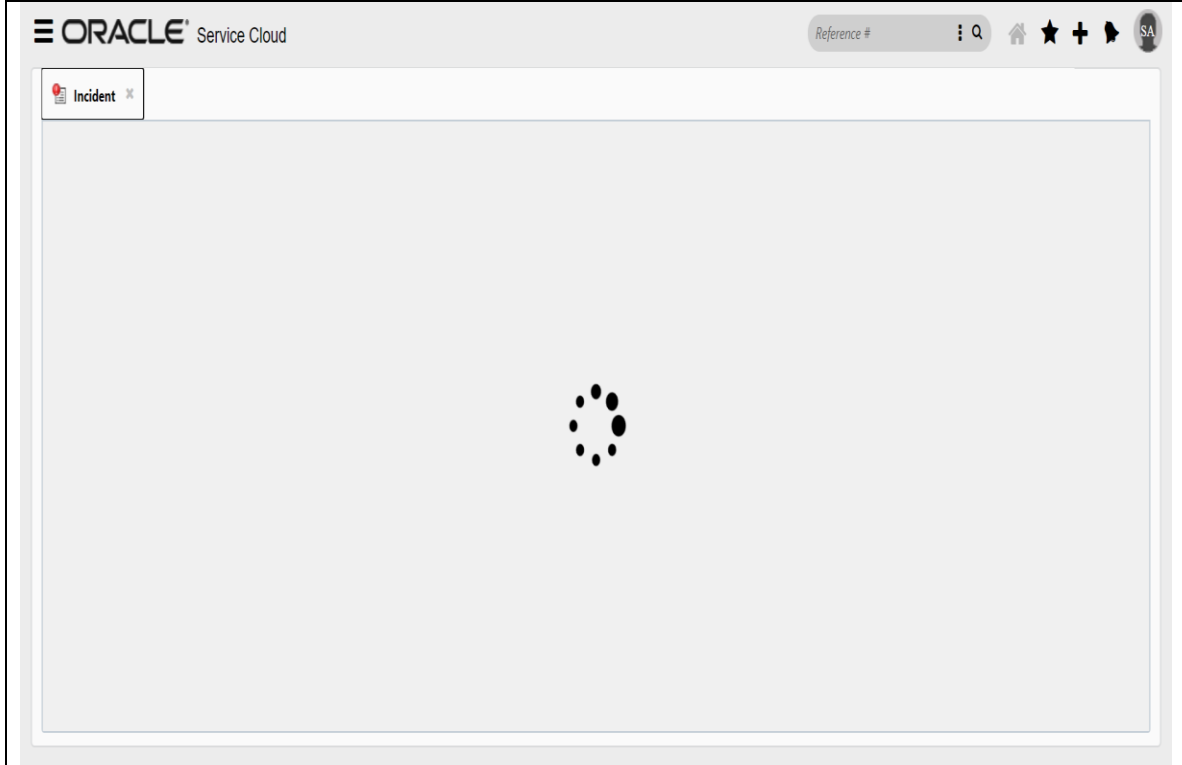
Step No:5

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass



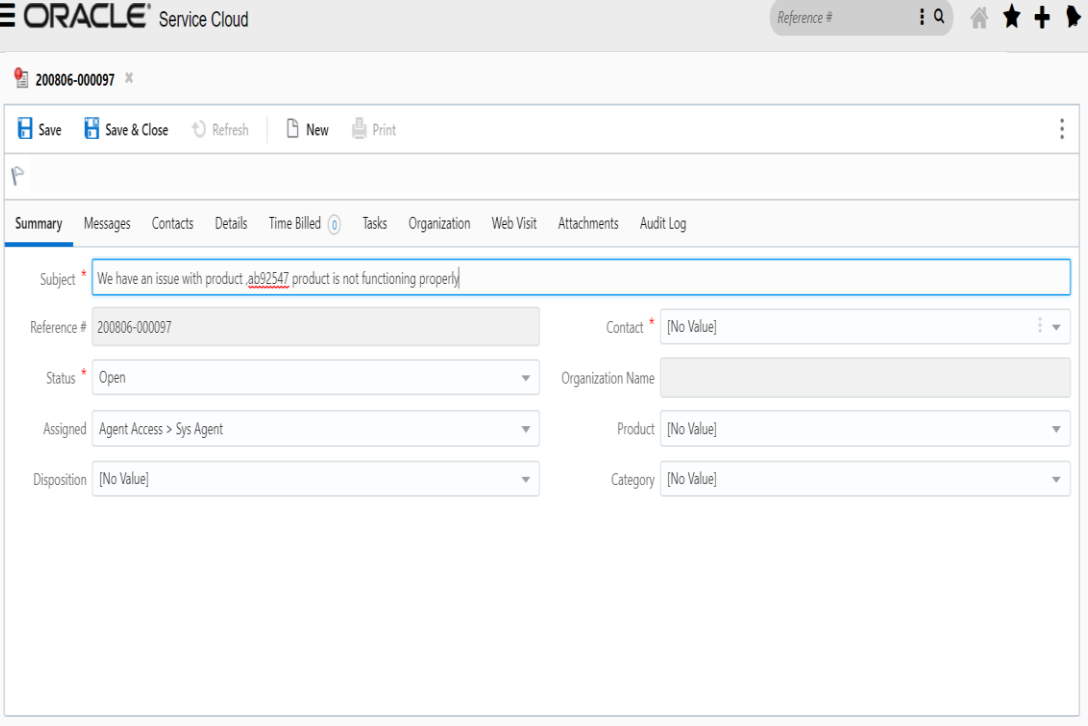
Step No:6

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident_Subject18 is set with text: We have an issue with product ,ab92547 product is not functioning properly

Status: Pass



The screenshot displays the Oracle Service Cloud interface for creating or editing an incident. The top header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a tabbed interface shows 'Summary' as the active tab, with other tabs like 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Subject' field is highlighted with a blue border and contains the text: 'We have an issue with product ,ab92547 product is not functioning properly'. Below the subject field, there are several input fields: 'Reference #' (200806-000097), 'Contact' ([No Value]), 'Status' (Open), 'Organization Name' (empty), 'Assigned' (Agent Access > Sys Agent), 'Product' ([No Value]), 'Disposition' ([No Value]), and 'Category' ([No Value]). The interface includes standard action buttons like 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' at the top of the form area.

Step No:7

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The case ID '200806-000097' is shown in the top left. Below the header, there are tabs for 'Summary', 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab is active. The main content area shows the following fields:

- Subject: We have an issue with product ,ab92547 product is not functioning properly
- Reference #: 200806-000097
- Status: Open
- Assigned: Agent Access > Sys Agent
- Disposition: [No Value]
- Contact: Adam Smit
- Organization Name: [No Value]
- Product: [No Value]
- Category: [No Value]

Step No:8

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown should be listed

Actual Result: The Element: Assigned is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a sidebar contains navigation icons and a 'Summary' section. The main area shows a form for a case. The 'Assigned' field is open, displaying a dropdown menu with the following options: 'Recent' (with a search bar), 'Minhaj Ameen', 'Sys Agent' (highlighted), 'System Agent2', and 'All' (with a search bar). Below these, there are sections for 'Subject' (Admin - Full Access, Agent Access), 'Reference #' (System Agent2, Minhaj Ameen), 'Status' (Sys Agent), and 'Disposition' ([No Value]). The right side of the form includes fields for 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]). The top of the interface shows the Oracle logo, 'Service Cloud', and a 'Reference #' field.

Step No:9

Step Description: Click on Save and Close

Expected Result: Click on Save and Close

Actual Result: The Element: SaveAndClose is clicked

Status: Pass

ORACLE Service Cloud

Reference #

200806-000097

Save Save & Close Refresh New Print

Summary Messages Contacts **Details** Time Billed Tasks Organization Web Visit Attachments Audit Log

Mailbox mailboxibmindia@custhelp.com Interface * mow_ibmindia SLA Instance Search...

Source Web Console Incident Editor Language English (US) Queue Product Inquiries

Severity [No Value]

SA

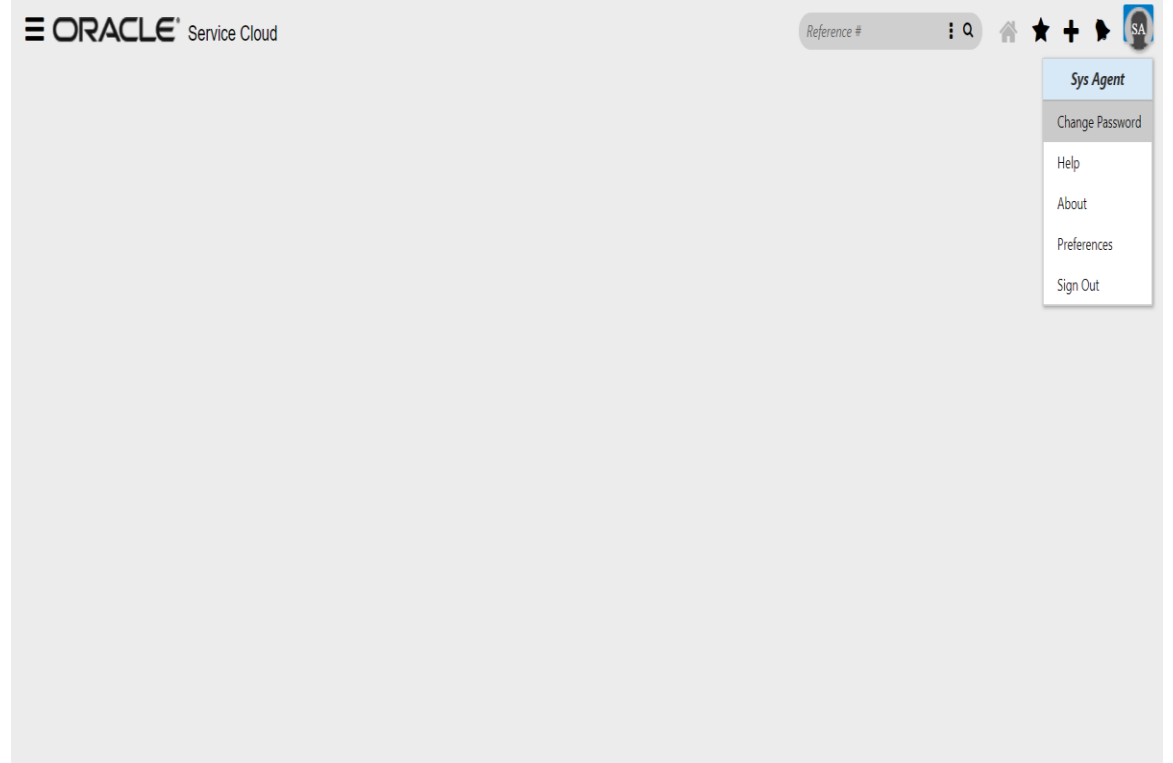
Step No:10

Step Description: Click on userMenuIcon

Expected Result: userMenuIcon should be clicked

Actual Result: The Element: userMenuIcon is clicked

Status: Pass



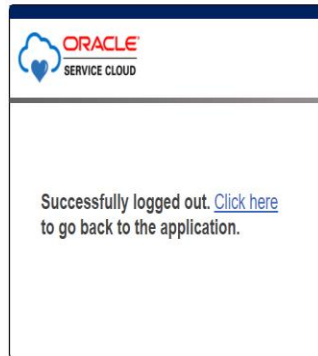
Step No:11

Step Description: Click Sign Out

Expected Result: Clicked Sign Out

Actual Result: The Element: SignOut is clicked

Status: Pass



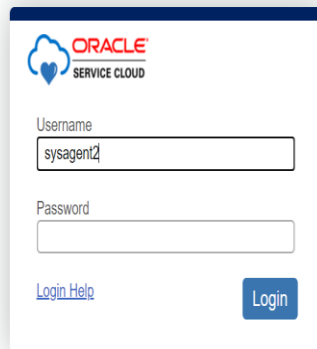
Step No:12

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME1 is set with text: sysagent2

Status: Pass



ORACLE
SERVICE CLOUD

Username
sysagent2

Password

[Login Help](#) [Login](#)

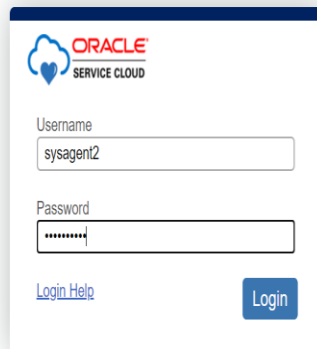
Step No:13

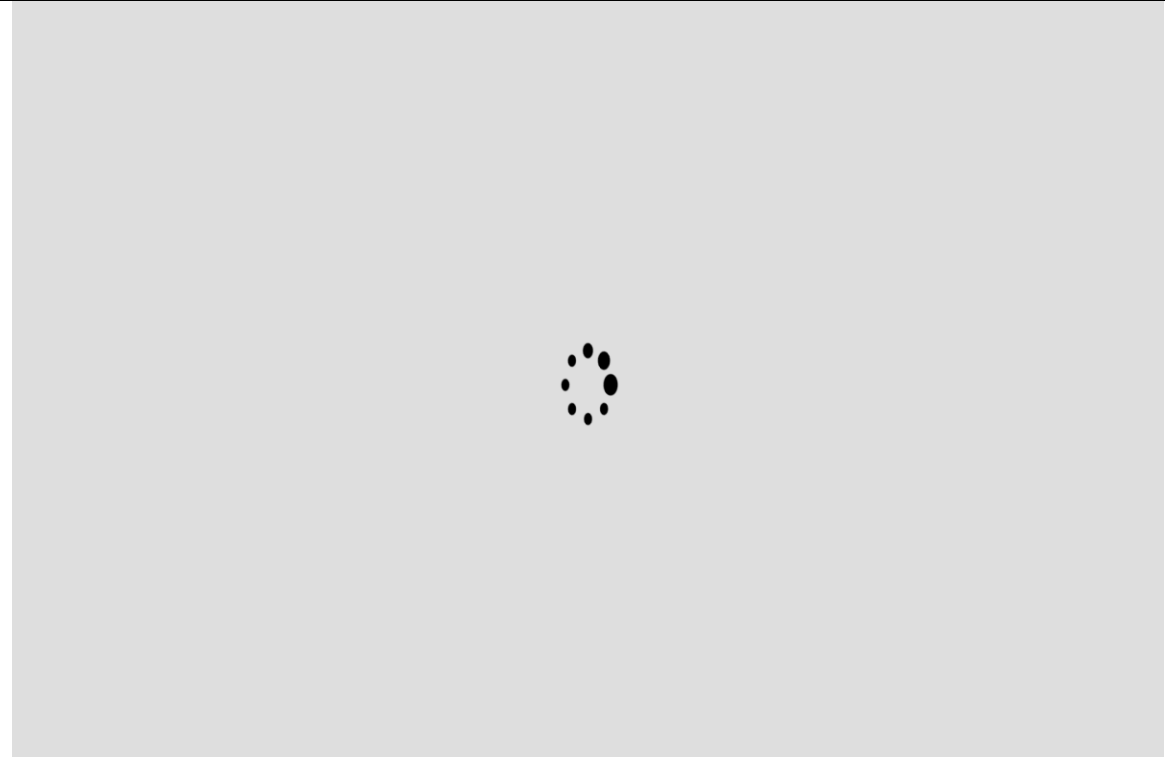
Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD1 is set with text: Agent12345

Status: Pass



Step No:14
Step Description: Click on loginbutton
Expected Result: loginbutton should be clicked
Actual Result: The Element: loginbutton is clicked
Status: Pass


Step No:15

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: SubjectSearch doesn't exist

Status: Fail

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. To the right, there is a 'Reference #' field and a search icon. Below this, a 'My Inbox' tab is active. The main area is titled 'Search' and contains a 'Summary/Thread' input field and a 'Status' dropdown menu with 'Open' selected. Below these, a 'Limit and Order' section shows 'Limit to 1000' and 'Order By Weight-Desc-Subject-Asc-Date-Due-Asc'. At the bottom, there is a 'Search' button and a 'Settings' dropdown. A message at the bottom reads: 'Please provide filter values and press the Search button to run the report.'

